USER MANUAL

IMPORTANT
REGISTER YOUR BIKE ON OUR WEBSITE
WITHIN 14 DAYS TO ACTIVATE YOUR
WARRANTY AND OBTAIN YOUR
FREE CYCLE INSURANCE

Please ensure you read this book carefully before you use your new Freego

FreeGo

ELECTRIC BIKES

www.freegoelectricbikes.com

FreeGo Electric Bike User Manual

Thank you for purchasing a FreeGo Electric Bike.
With care and correct usage your electric bicycle will give many years of service.

BEFORE USE:
PLEASE ENSURE THAT YOUR FREEGO ELECTRIC BIKE IS REGISTERED ONLINE TO ACTIVATE THE WARRANTY AND OBTAIN YOUR FREE CYCLE INSURANCE

Go to: **www.freegoelectricbikes.com** - click Register My Bike
Please read this manual fully before use.

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Model:	
Colour:	
Frame No:	
Battery No:	
Battery size:	
Stockist supplied by:	
Purchase date:	

FreeGo electric bikes cannot be held responsible for any accident or damage to the bike which is caused due to the bike not being serviced correctly or to the bike being misused by the owner.

FreeGo Electric Bike Warranty

Please retain your receipt as this is your proof of purchase and entitlement to the statutory 12 months warranty. Please register your FreeGo electric bike on our website within 14 days maximum to activate the extended warranty.

Go to: www.freegoelectricbikes.com - click Register My Bike

Once registered the frame of your new FreeGo Electric Bike is guaranteed for 4 years from date of purchase.

Similarly the battery is guaranteed for 24 months from the date of purchase. The warranty does not cover normal battery capacity depletion of less than 20% over 12 months or 40% over 24 months.

Other main cycle parts have a one year warranty.

Brake blocks/pads, tyres, lights and cables etc. are considered as consumables and replacements should be obtained from your local FreeGo dealer.

All items are guaranteed against mechanical breakdown.
Accidental damage and wear and tear is not covered.

Useful Information

Congratulations on receiving your new FreeGo Electric Bike. Please read through this manual carefully before taking your bike out on the road.

The first step is to fully charge the battery before use.

This manual contains important information about how to safely use your bike. If you have any questions about the operation of your FREEGO bike then please contact your FREEGO Stockist. It is extremely important that you follow the safety guidelines contained in this manual in order to ensure maximum safety.

It is the owner's responsibility to carefully read all of the contents of this manual and to comply with all laws pertaining to the operation of bicycles and/or electric bikes in your local jurisdiction.

- Please take extra care and caution when riding in icy or wet conditions.
- Your FREEGO electric bike should not be submerged in water due to the electronics; this will cause a short circuit and damage the electronic apparatus.

- With proper care, maintenance and attention your FreeGo Electric Bike will give years of enjoyment.

- Frequent braking and starting, low tyre pressures, riding uphill, travelling against a strong wind, throttle use from a standstill and riding on rough or muddy roads will consume extra battery power and shorten the range.

- To get maximum life out of your battery please try to maintain a charge at all times, this is especially important if you are not using the bike regularly, check the battery charge levels at least once a month. This can be done by turning the battery to the on position and pressing the button on the top. A fully charged battery will show 3 lights, 2 green and one red. It will need charging if only one green light is on. N.B. It is recommended that the bike is used for a few miles every couple of months to exercise the battery cells.

- Your electric bike can be used in rain; however, it must not be submerged in water or puddles. The controller, batteries, motor and other electrical devices may be short circuited causing damage and a potentially dangerous situation.

- Do not use any charger or components other than that which is approved by your FreeGo Stockist.

- The battery chargers contain sensitive electronics - improper use or sudden jolts can damage the charger and its internal electronics.

- Always turn off the motor and remove the key from ignition before and during charging to prevent serious damage to the controller and the battery.

Electric bikes must not be ridden by anyone under the age of 14.

Understanding Your Battery

In the past electric bike owners found themselves having to push their electric bikes up steep hills or having to pedal the final leg of their journey home without any help from the battery. This is because previous generations of electric bikes had limited battery power.

The key switch has 3 positions, 2 o'clock which is turned off and disengaged from the bike ready to be withdrawn, 4 o'clock which is locked in the bike but switched off and 6 o'clock which is locked and turned on ready to go.

All FreeGo electric bikes have either 10Ah or 16Ah, 36 volt batteries.

How to Charge the Battery

- Turn the key to OFF
- Insert the plug of the charger into the charging socket of the battery box
- Insert the charger into a wall outlet, a red light should now appear.
- Leave the battery charging for 5-6 hours in a well ventilated area
- When the light on the charger turns green your battery is charged
- The charger will become warm whilst charging, this is perfectly normal
- You can charge your battery either in the bike or out.
- To remove the battery, with the key in the off position, push the key into the battery and turn in an anti clockwise direction, you will see a small lug at the top of the battery disappear within the casing, now flip the saddle up and slide the battery up and off the retaining rail. To replace the battery carry out the opposite procedure and ensure that the locking lug locates within the hole in the battery rail.

Make sure when inserting the battery that the rail engages in the slot provided in the rear of the battery

- Never leave the battery in a fully discharged state for more than 24 hours.

Precautions whilst Charging the Battery

- Always charge your battery in a dry and clean place, keep the charger dry and clean.
- Do not use any other charger than the one provided with your electric bike
- Do not attempt to open or make any amendments/repairs to the battery
- Avoid any contact with water when handling the battery
- Do not touch the two poles of the battery with your hands when removing it for charging, please also avoid any other metals touching the battery as this may cause a short circuit
- Keep out of reach of children
- Do not place anything on top of the charger or battery whilst they are charging - it is normal for these to get warm during the charging process.
- If you do not use your bicycle for a long period of time then please ensure you check the battery on a monthly basis and charge if necessary

Bicycle Usage

Your FreeGo electric bicycle can be used as a normal pedal bike by simply not switching on the battery.

OPERATIONAL INSTRUCTIONS

- Make sure that the red button under the throttle is not pushed in. This will ensure that the bike will not accelerate away before you are ready if accidentally touched.

- The Control Unit on the handlebars will light to show the remaining power in the battery. If the unit shows 2 LEDs or less it is recommended that you charge the battery.

- Your FreeGo electric bike is fitted with a low, medium and high variable power sensor situated on the left side of the handlebars. When the key is turned and the battery indicator lights come on which is also situated on this same unit, the speed sensor defaults to the low setting. When the bike is pedalled to a speed of 4kph the bike is safe to be ridden with this setting.

- If extra power is required for hills or less physical energy then pressing the “+” button to medium or high, more power will be delivered.

- The range of the battery will be shortened on a medium or high power setting.

- If the “-“ button is pressed so that none of the low, medium or high lights are on then the bike can be ridden as a normal bike with no assisted power.

- There is a twist throttle provided on the right handlebar grip. There is a red button by the throttle which, when pushed in, activates the throttle.

The throttle should only be used as an emergency assist if trying to pull away from a standing start in conjunction with pedalling and on the flat. Make sure the red button is only pushed in when the throttle needs to be activated. Obviously, if the bicycle is used under throttle only without pedal assistance then the range will be substantially reduced.

- When approaching a hill, it is very important to be in the correct gear, one that is suitable for the terrain, so that pedalling is comfortable and helping the bike in its forward motion. Before the hill and up the hill the bike needs to be travelling at about 10kph for the motor to be effective. At speeds lower than this the motor cannot generate enough power to assist effectively and will be under excessive strain; persisting to climb a hill with the motor under excessive strain will cause damage to the motor. Used correctly the bike will assist in the very steepest of hills.

- Under no circumstances should a hill be attempted using only the throttle. The motor is not capable of producing enough power and will result in serious motor/controller problems. Faults caused by misuse are not covered by the warranty.

- FreeGo electric bikes have 7 speed Shimano gears.(folding bike 6 speed) To change gear, you simply press the + button to change up the gears and press the - button to change down the gears. Gear number 1 is low for hills and rough terrain and gear 7 is high for normal road use. (Remember you must pedal whilst changing gears).

- Lights are provided on your FreeGo Electric bike. The lights are powered by the main battery and are switched on by pressing the light switch on the Power Control Unit situated on the left hand side of the handlebars. Please ensure that it is not switched on by accident as this will reduce the travel.

N.B.
- On older models the rear light is an LED unit and requires 2 AA batteries. You will require a small Philips screwdriver to take off the red lens for battery replacement.

All other operations of your FreeGo Electric bike are as per a normal pedal cycle.

Regular Maintenance

Wheels
The wheels should be centred in the fork or dropouts, if you hear any irregular noise from the wheels then take to your nearest authorised stockist to have them looked at and possibly repaired. The wheels should rotate smoothly without wobbling from side to side, if this happens, please ensure they are fastened correctly. You can check the bearing play of the hubs by lifting the bicycle and spinning the wheel, it should continue to spin for several times after you have stopped spinning manually.

To check the play of the hubs try to move the rim from side to side between the forks, no play should exist. If you detect play or if the wheel is difficult to turn, the bearing must be adjusted or replaced. Please contact your local bicycle stockist to have the hub bearings adjusted or new bearings fitted.

Brake levers
There is an automatic power SHUT OFF sensor on the brake levers; every time the brake is applied the power will automatically shut off and when released the power will return.

Rims
The rims should be smooth and without cracks, breaks or bulges.

Spokes
Check the tension of the spokes regularly, the same tension should apply to all spokes, if there is some minor loosening of the spokes they may need tightening, but we do recommend you take it to a local stockist. If there is a loose spoke or the rim has side play of more than 4mm, we recommend you immediately take your bike to a local bike stockist to be repaired. Riding with loose spokes will cause the wheel to fail.

Tyres
Inflate your tyres to the pressure embossed on the sidewall before use. Every time you ride make sure the tyres are inflated according to the psi as stated on the sidewall of your tyre i.e 40-65psi. Improper tyre pressure will make riding more difficult, cause excessive wear and premature failure of the tyre. The tyre should be properly seated in the rim and the fitting of the tyre bead should be checked. If the tube is pinched between the rim and the tyre it will fail when inflated. Make sure the tyre is not cracked or worn unevenly. Check the tyres for bulges. Check and make sure that the valve stem is straight in the rim. Irregular tyres should be replaced immediately.

Also it should be noted that riding on underinflated tyres will reduce the battery range considerably.

Brakes
Riding with brakes that are worn or damaged, or with worn cables or wheels that are in poor condition may result in losing control of your bike. Wet weather may hinder your brake performance so please take extra care in these conditions. Before each ride check to make sure your brake cables are free of obstacles and are working properly before operating the bike.

It is also good practice to make sure the wheels spin freely i.e. the brakes are not binding.

Power On/Off
The power on and off is controlled by turning the key located at the side of the battery. This key also locks the battery to the bike. The Control Unit, located on the handlebars also indicates the charge level of the battery. (See above)

Batteries/Fuse
The battery is a 36v lithium and must not be tampered with in any way. All the batteries have an accessible fuse. This fuse is 30amps as main protection for the circuit and spares can be obtained from any Freego dealer .

Do not attempt to open any of these lithium batteries, doing so may cause chemical, electrical or fire hazards. Unauthorised opening of the battery casing will negate any warranty.

Lubrication
To maintain a smooth operation of the chain and the Shimano Gear cogs put a small amount of lubricating oil on them every 6 months or sooner if they look dry.

Useful Cycling Tips

- Before riding, make sure that the battery has sufficient charge for the journey.
- Check that the air pressure in the tyres is i.e 40-65psi.
- Check that the front and rear brakes are working correctly.
- Check that the front and rear wheels are securely fastened.
- Check that the seat and handlebars are also securely fastened.
- Turn off the battery and remove the key when parked.
- If your bike comes fitted with a wheel lock, it is advisable to engage this when leaving the bike unattended. You will need to push down the black knob whilst turning the key to engage the lock thus enabling removal of the key. The key cannot be removed when lock is open.
- Only turn the battery on once you are on the bicycle and ready to go, making sure that the red button that controls the accelerator is not pushed in, if it is you may accidentally touch the accelerator while pushing or moving the bike and initiate the motor and the bike will jump forward possibly causing you to injure yourself or damage the bike.

Service and Spares

Your bike needs servicing at regular intervals in order to keep it safe and for it to operate to its maximum potential. The 1st service (which is free of charge) is recommended at 6 weeks, the 2nd and subsequent services at 12 monthly intervals.

Cables may also stretch a little during the first few uses. Brakes and gears may need to be adjusted after the first few days to ensure correct operation. Refer to your local stockist if you are not familiar with this operation.

Your FreeGo bicycle uses standard cycle parts wherever possible. Items such as tyres, tubes, lights, brake pads/blocks and cables may be obtained from your local cycle shop or retailer.

Specialist parts such as the motor, battery, sensors and frame components are only available from FreeGo Electric Bikes or their authorised distributors. Optional items such as gel seats, straight or extended handlebars etc. are all available to fit, and most standard cycle accessories should fit the FreeGo bikes.

Additional Instructions for Folding Bikes

First fold the pedals by pushing the outside edge towards the crank and place the cranks in the up and down position. *fig.1&2*

fig.1

fig.2

To fold the handlebar stem it is first necessary to move the black plastic locking band away from the locking lever, then pull the lever as far from the stem as it will go thus enabling the stem to fold. *fig.3&4*

fig.3

fig.4

Next, to fold the frame, first lift the quick release lever and pull the attached locking bolt away from its recess, *fig.5,* then lift the bolt to complete releasing the hinge, *fig.6*.

fig.5

fig.6

fig.7

It is now possible to fold back the front half of the bike, *fig.7*, so that the front wheel is placed alongside the rear wheel. The owner might find it useful to use a strap or bungee cord to hold the two wheels together to keep the bike stable wherever it is stored.

LCD Displays on Eagles

- The LCD display is controlled by a set of switches attached to the left hand side of the handlebars. The top button is the on/off switch and the other two are self explanatory, “+” and “-”
- Press and hold the on/off button to activate the screen, use the “+” or “-” buttons to increase or decrease pedal assist.
- Pressing and holding “-” button activates the walking throttle which will help if you have to push the bike uphill.
- Pressing and holding the “+” button activates the display backlight and turns on the lights.
- With the display turned on, pressing and holding the “+” and the “-” buttons together it is possible to change certain settings as follows.
- First window allows change of speed readings MPH-KPH-MPH. Use “+” button to change setting, and on/off to set.
- Second window is speed limit. (this is best left at 40 kph as ultimate speed is set by the controller)
- Third press on/off adjusts brightness of backlight from 1 to 8.
- Fourth press on/off allows user to set the local time.
- Press and hold power button and “-” to reset the trip meter
- Final press of on/off button will save changes.

There is no longer an on/off switch on the throttle so we advise that the display is not switched on until you mount the bike ready to ride off. The display will show 1 level of pedal assist when switched on, which can be set to 0 to disable any power assist including throttle. This enables continued use of lights and speed display. The power can be re-applied by using “+” button to select desired level of assist.

To change gear, you simply press the large lever to change up the gears and pull the smaller lever with your forefinger to change down the gears. Gear number 1 is low for hills and rough terrain and gear 7 is high for normal road use.

(Remember you must pedal whilst changing gear.)

FreeGo Electric Bike Service History

Date: _____

Dealers Stamp:

PDI Inspection
The 1st service is due in around 6 weeks after this date (free of charge), for normal use 12 monthly servicing intervals, for heavy usage we recommend servicing every 6 months.

Next Service Due Date:

_____

Date: _____

Dealers Stamp:

Next Service Due Date:

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FreeGo Electric Bike Service History

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ELECTRIC BIKES

FreeGo Electric Bikes Ltd.
3 St Denys Road, Portswood, Southampton, Hampshire SO17 2GN
Tel: 0800 077 8711
www.freegoelectricbikes.com

THE BEST ELECTRIC BIKES BY FAR!